

## **Customer Experience Intern**

### **Job Summary:**

We are seeking a highly motivated and customer-focused individual to join our team as a Customer Experience Intern. In this role, you will be responsible for creating a positive and memorable customer experience for our clients. You will work closely with the sales and operation team to ensure customer satisfaction and loyalty.

### **About the Company:**

Flint and Port Hat Company is a fast-growing experiential retailer and maker of high end felt and straw hats. Based in Bainbridge, Georgia, in the heart of the Southeastern United States, we build hats for the outdoor adventurer and outdoor fashion enthusiast alike.

Our design ethos is centered around the Southeastern United States' rich outdoor cultural tradition. We have a fundamental commitment to the environment and practice conservation through craftsmanship—focusing on stateside small batch manufacturing that minimizes waste and produces the highest quality hats that will last a few lifetimes.

Our approach to business is simple and deeply rooted in Southern Hospitality; be the best stewards of our:

- ***Relationships*** with our team members and customers
- ***Resources*** with the environment and the natural resources it provides

### **Key Responsibilities:**

- Provide exceptional customer service by assisting customers, answering their questions and concerns, and offering product knowledge and recommendations.
- Resolve customer issues in a timely and effective manner, ensuring their satisfaction with their shopping experience.
- Build and maintain strong relationships with customers through personalized interactions and follow-ups.

- Conduct product demonstrations and educate customers on our products and services.
- Utilize customer feedback to identify areas for improvement and implement changes to enhance the customer experience.
- Stay up-to-date with industry trends and product knowledge to provide customers with the most relevant and accurate information.
- Process transactions accurately and efficiently, while providing a positive checkout experience for customers.

**Qualifications:**

- High school diploma or equivalent; some college coursework
- 1-2 years of retail or customer service experience, with a proven track record of providing exceptional customer service.
- Strong communication and interpersonal skills, with the ability to build and maintain relationships with customers and team members.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Knowledge of retail sales principles and practices.
- Familiarity with Point of Sale (POS) systems and cash handling procedures.
- Flexibility to work weekends, evenings, and holidays as required.

This is an unpaid internship that can be done mostly remotely or in person, depending on the company's needs and location. The internship duration will be 3 months, with the possibility of extension based on performance and availability.

If you are passionate about providing exceptional customer service and creating a positive customer experience– we encourage you to apply for this exciting opportunity to join our team by submitting your resume and cover letter to [info@flintandportco.com](mailto:info@flintandportco.com).